

Quality Improvement (QI)

Guiding Principles

- Driven by BDS mission, vision and values.
- Focus on consumer and family outcomes.
- Uses Uniform Measurement and data gathering procedures including safeguards to ensure confidentiality.
- Data used to improve services and guide decision-making.
- Incorporates current research findings, promising practices, and standards of excellence in all activities.
- Promotes a Problem Solving Orientation.
- Enlists Consumer and Family Participation in all Activities.

Primary Quality Improvement Functions

- Environmental scanning
- Data analysis and interpretation
- Information review, feedback, and decision-making
- Technical assistance, consultation, and training

System Enhancement Guided Through Quality Improvement

The primary objectives of the Department of Behavioral and Developmental Services (BDS) Quality Improvement (QI) system are to improve the overall quality and integrity of services and supports that are provided to its customers including consumers and family members, service providers and BDS staff. Additionally, BDS aims to ensure that programs and services are responsive to consumer and family needs.

These objectives are accomplished through routine monitoring of service system utilization and growth; ongoing tracking of system, program and agency performance; incorporating best practice standards into the service delivery process; and using evaluation information to inform individual, system, program planning activities and decision-making.

The BDS QI system is built on a foundation that includes a focus on con-

sumer and family involvement and outcomes and collaboration with key organizations and system stakeholders. The system is designed to continually improve performance over time, in addition to identifying and correcting specific problems. The QI system *demand excellence* and continually strives to “raise the bar” rather than seeking only to meet a standard of acceptability.

The overall effectiveness of any quality improvement system depends on the adequacy of information feedback and the ability of the system to make adjustments based on the ongoing analysis of information. The Department has established a QI review infrastructure that includes QI program reviews in each region and statewide. The primary activities of these structures include: review and feedback of QI information to BDS program management teams, as well as to external stake-

holders; prioritize QI recommendations and develop improvement plans for identified improvement areas; and establish, support, and monitor progress of QI teams. Major QI initiatives underway at BDS include:

- Development and implementation of uniform consumer and family assessment and outcome tools for each BDS priority population.
- Nationally recognized child and adolescent assessment and outcome tracking system in all child case management and crisis programs.
- Quality of life interview and outcome tracking system developed and recently implemented in BDS Adult Mental Retardation Services as regular part of service planning process.
- Annual survey of AMHI



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- class members established and ongoing. This survey is expected to be expanded to include a representative sample of all adult mental health service recipients by FY '03.
- Uniform quarterly provider contract performance indicators and monitoring system established and operational.
- A performance measures work group was established for ongoing review and monitoring of the performance indicator system.
- Establishment of systems to monitor critical incidents, use of restraint and seclusion, complaints and grievances.
- Comprehensive Department-wide quality improvement system plan has been developed and serves as the blueprint for the quality improvement system.

*For more information about BDS visit:
www.state.me.us/bds/*

